

DOCKET NO: 202586US-8



IN THE UNITED STATES PATENT & TRADEMARK OFFICE

IN RE APPLICATION OF :

MARCK A. PODRACKY :

EXAMINER: ZHONG, CHAD

SERIAL NO: 09/784,069 :

FILED: FEBRUARY 16, 2001

GROUP ART UNIT: 2154

FOR: SYSTEM, METHOD, AND  
COMPUTER PROGRAM PRODUCT FOR  
SUPPORTING MULTIPLE SERVICE  
PROVIDERS WITH A TROUBLE TICKET  
CAPABILITY

**RECEIVED**

AUG 31 2004

Technology Center 2100

AMENDMENT

COMMISSIONER FOR PATENTS  
ALEXANDRIA, VIRGINIA 22313

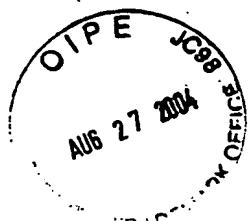
SIR:

In response to the Office Action dated May 28, 2004, please amend the above-identified application as follows:

**Amendments to the Specification** begin on page 2 of this paper.

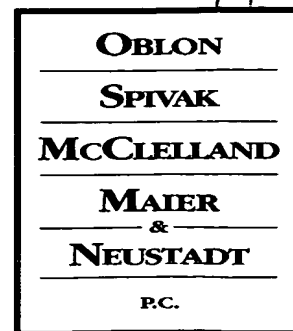
**Remarks/Arguments** begin on page 4 of this paper.

*Handwritten notes:*  
7/9/04  
L. Podracky  
9/3/04



Docket No.: 202586US8

COMMISSIONER FOR PATENTS  
ALEXANDRIA, VIRGINIA 22313



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RE: Application Serial No.: 09/784,069

Applicants: Mark A. PODRACKY

Filing Date: February 16, 2001

For: SYSTEM, METHOD, AND COMPUTER PROGRAM  
PRODUCT FOR SUPPORTING MULTIPLE  
SERVICE PROVIDERS WITH A TROUBLE TICKET  
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Examiner: ZHONG, CHAD

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SIR:

Attached hereto for filing are the following papers:

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**AMENDMENT**

Our credit card payment form in the amount of \$0.00 is attached covering any required fees. In the event any variance exists between the amount enclosed and the Patent Office charges for filing the above-noted documents, including any fees required under 37 C.F.R. 1.136 for any necessary Extension of Time to make the filing of the attached documents timely, please charge or credit the difference to our Deposit Account No. 15-0030. Further, if these papers are not considered timely filed, then a petition is hereby made under 37 C.F.R. 1.136 for the necessary extension of time. A duplicate copy of this sheet is enclosed.

Respectfully submitted,

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